

Arizona Corporation Commission
Utilities Complaint Form

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Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 7/20/2017
Opinion Number: 2017 - 142872 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 7/20/2017 2:02 PM

First Name: Elizabeth Last Name: Boepple Account Name: Elizabeth Boepple
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Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Against

(1) "Smart meters" invade privacy!!!! We should not be penalized for opting to protect our own privacy!!! (2) APS claims that they do not charge for an analogue meter, but then if you opt for one, you have to stay on Standard plan, which grossly raises your bill. THIS IS A CHARGE! Do they think we were born yesterday? (3) They claim that lower rate plans are available for "off-peak," but in Arizona, the only time we need A/C is noon-7; that is not offering any discount--especially for senior citizens who are home during the day. That is a JOKE! (4) I took the time to phone CC today, and was told that you have a place online to submit public comments to a particular docket. I hope this is that place, because you do NOT have any place on the docket list. (5) That CC rep claimed that a public hearing for a rate hike by APS is due in August: You have NOTHING on the agenda for August!!! (6) Pity us poor idiots, but if you had NORMAL, COMMON LANGUAGE NAMES for proceedings (e.g. RATE GOUGING PROPOSAL instead of "Fuel and Purchased Power Procurement Audits for Arizona Public Service Company," then more people would pay attention to the fact that we're about to be ROBBED AGAIN! (7) APS ALWAYS asks for at least double what they want, and CC NEVER denies...they just grant a little less... this is complicity... SHAME ON ALL OF YOU! CONCLUSIONS: YOU NEED TO DO MORE TO GET COMPETITION IN THE MARKET; SAY NO MORE OFTEN; SAY NO NOW! ALLOW AT LEAST SENIORS TO HAVE A LOWER RATE DURING PEAK HOURS REGARDLESS OF WHETHER THEY REFUSE TO ALLOW INVASION OF THEIR PRIVACY WITH SMART METERS. STOP PENALIZING SOLAR USERS!!! (and stop allowing APS to have "public service" in its name. that's a joke, too)

Investigation
Date: 7/20/2017 Analyst: Deborah Reagan Submitted By: Telephone Type: Investigation
Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission

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